Removing Hold (Service Indicator) from individual student

There are several ways to remove a hold from a student's record. The below directions show how it can be done for I01, MCN, or any non-advising holds.

Advising hold info:

- I01 and MCN holds can only be removed through the Campus Community menu or using the student's details page in the Advisor Center.
- D01 advising holds can also be removed through the My Advisor list in the Advisor Center using the Remove Hold button next to the Advisee.

Remove using Campus Community (administrative way)

1. Go to **Campus Community > Service Indicators (Student) > Manage Service Indicators**.

TIP: Another way to get to that page is to pull up the student in Student Services Ctr (Student) and click on any positive ★ or negative 🚫 icon at the top. That will take you to the Manage Service Indicators page.

2. Pull up the student. Some students will already have some service indicators (SI); some will not have any. The default of this page is to show all of them.
   a. *If you go to this page by clicking the positive/negative icon in the Student Center, this page will default to showing only the types of SI's that you clicked on.*

3. Click on the Code next to the service indicator you want to remove.
   a. You will only be able to remove holds you are authorized to remove, which the exception of D01 holds. All advisors can remove D01 holds but should only remove the D01 hold for their own advisee and if they are the first major advisor for that student.

4. On the next page, click on the Release button at the top. If you don't see a Release button, you are not able to remove that hold.

Edit Service Indicator

[Release]

*Institution	UWLAC	UW-La Crosse
*Service Indicator Code	D01	Advising-Block Enrollment
*Reason	ADV	Advising Required
Description	Academic advising is required. Contact your academic advisor for an appointment.	
Effect	Negative Service Indicator	

Effective Period

Start Term	2247	Spr 2024	End Term	
Start Date	10/30/2023		End Date	

Assignment Details

*Department	UWLAC	UW - La Crosse
Reference		
Amount	0.00	Currency USD

Contact Information

5. On the next page, click Ok if you are sure you want to remove the hold.

Are you sure you want to release this Service Indicator?

[OK] [Cancel]

6. The hold you removed should now be gone on the Manage Service Indicators page. You can remove another hold if needed or move on to another student.

Manage Service Indicators

Display   Effect [All ▾]   Institution [UW-La Crosse ▾]   Refresh ↻

+ Add Service Indicator

Service Indicator Summary

Personalize | Find | View All | 🔁 | 🔳   First ◀ 1-2 of 2 ▶ Last

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
F04	1/2 Tm FA Auth/Disb Hold Rels	1/2 Tm FA Auth/Disb Hold Rels	UWLAC	2244	Fall 2023	2244	Fall 2023		
R06	Deans Office-Block Enrollment	Academically Ineligible	UWLAC	2246	Wint 2024			12/28/2023	

+ Add Service Indicator

Remove using Student Details in Self Service - Advisor Center:

1. Navigate to Self Service > Advisor Center in WINGS.

2. From the **My Advisee** list in your Advisor Center, click on **View Student Details** next the student who will be updated.

3. Go to the **General Info** tab of your advisee's Student Center and find the Service Indicator section at the top. Click on **Edit Service Indicators**.

On the Manage Service Indicators page, click on the linked code.

Click the **Release** button at the top.

Click OK to the confirmation question.

You will be returned to the Manage Service Indicators page and the hold will be gone. Click Cancel to get back to the Advisor Center.